

Subject: READ: Club Penguin Island 1.8 launch extravaganza!

Date: Tuesday, November 28, 2017 at 4:00:19 PM Pacific Standard Time

From: Ross, Katie

To: #DI GE Management and Team Leads, #DI GX GSR

Hi all,

There has been a flurry of activity happening today, so here is an updates on timelines for the 1.8 release:

- Android has started the usual 30% roll out today (Nov 28)
- iOS and the rest of Android will be released tomorrow
- PC/Mac: this is being pushed to tomorrow at the earliest, possibly could move to Thursday. The social and marketing team is in house to help field questions about this!

With launching on a new platform, there are some key differences when it comes to the player experience and support. Here are some of the questions that have been coming in:

Q: Will CPI work on Linux?

A: Maybe, but it isn't a supported OS at this time

Q: Will CPI work on Chromebook?

A: It should as long as it was downloaded from the website rather than the Android version in Google Play (Chromebook has a version of Google Play)

Q: How do the controls work?

A: Players can use the mouse and keyboard arrow keys to waddle around and interact. A few of the commonly used controls are:

- z=tube (need membership)
- x = snowball
- Spacebar = jump
- v = jump
- a opens/closes My Penguin (my profile, igloos, style)
- s opens/closes My Stuff
- d opens/closes Adventures
- f opens/closes Maps
- e opens emojis
- 1 opens/closes My Penguin (my profile, igloos, style)
- 2 opens/closes My Stuff
- 3 opens/closes Adventures
- 4 opens/closes Maps
- enter/returns opens and sends chat
- esc closes chat

Helping with PC/Mac technical troubles

The troubleshooting steps for mobile are different than for PC/Mac, and desktop players can send in reports that will help the team look into the issue. There are two different reports that the team would use, based on where the player is having trouble. Check out these articles for more details on which report to ask for:

[CPI - Computer game won't load, crashes, freezes, can't play](#)

[CPI - How do I send a computer system log \(DX Diag\)?](#)

[CPI - PC/Mac- I was playing and the game crashed](#) (including how to send player logs)

Let me know if you have any questions!

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